Enterprise IT Sustainment Solutions

Integrity - Service - Excellence

Toy Robinson
David Sampson
Business & Enterprise Systems

U.S. AIR FORCE

Workshop #1

- **Workshop Theme:**

  "IT Lifecycle Complex – Enterprise Vision and Strategy Planning"

- **Primary Discussion Question:**

  "On what should Gunter focus its energies?"

- **Goal: Create "Letterman"- Style Top 10 lists for improvements within focus areas**

- **Context: IT Sustainment Complex Enablers**
  - **Governance**
  - **Business Model**
  - **Workforce**
  - **Infrastructure**
  - **Training**

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Ground Rules

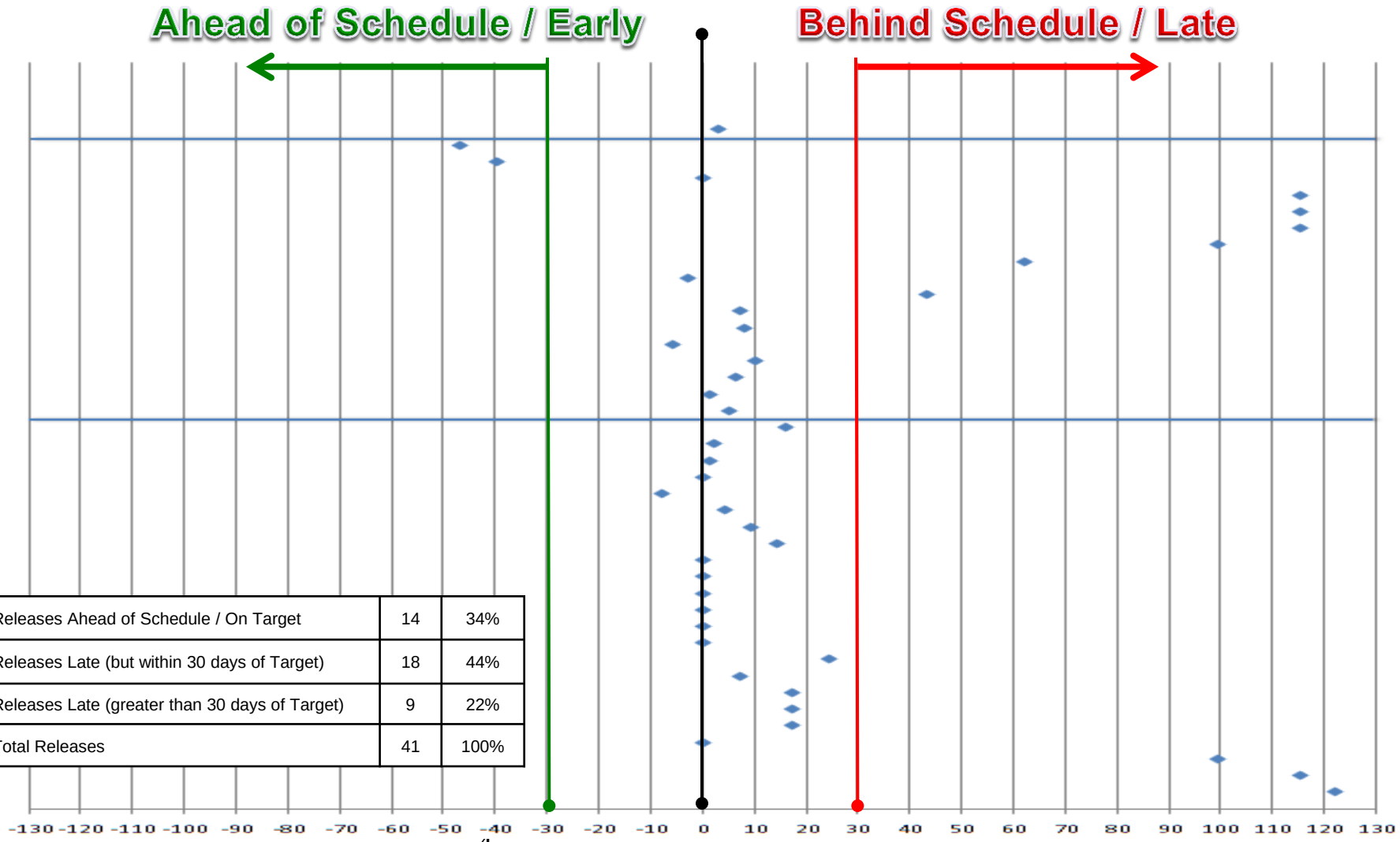
- **Actively Participate! We need input from the entire team – both Government and Industry representatives**

- **Top 10 lists – focus on improvements, not excuses**
  - **Moderators will introduce topics for discussion, not extended debate**
  - **Brainstorm ideas on the Top10 things we can do in each focus area**
  - **Each participant's input will be limited to 2 minutes**
  - **Each focus area will be discussed for approximately 10 minutes**
  - **Moderators will capture the ideas**
  - **Wrap up (Note: additional homework may be required…)**

A Dose of Reality…

Meeting Schedule Commitments

Period: 01 May – 27 Jul 12



Releases Ahead of Schedule / On Target	14	34%
Releases Late (but within 30 days of Target)	18	44%
Releases Late (greater than 30 days of Target)	9	22%
Total Releases	41	100%

BES Delivery Quality Summary

As Measured by IR/DR Rates

(Oct 2010 – Jun 2012)

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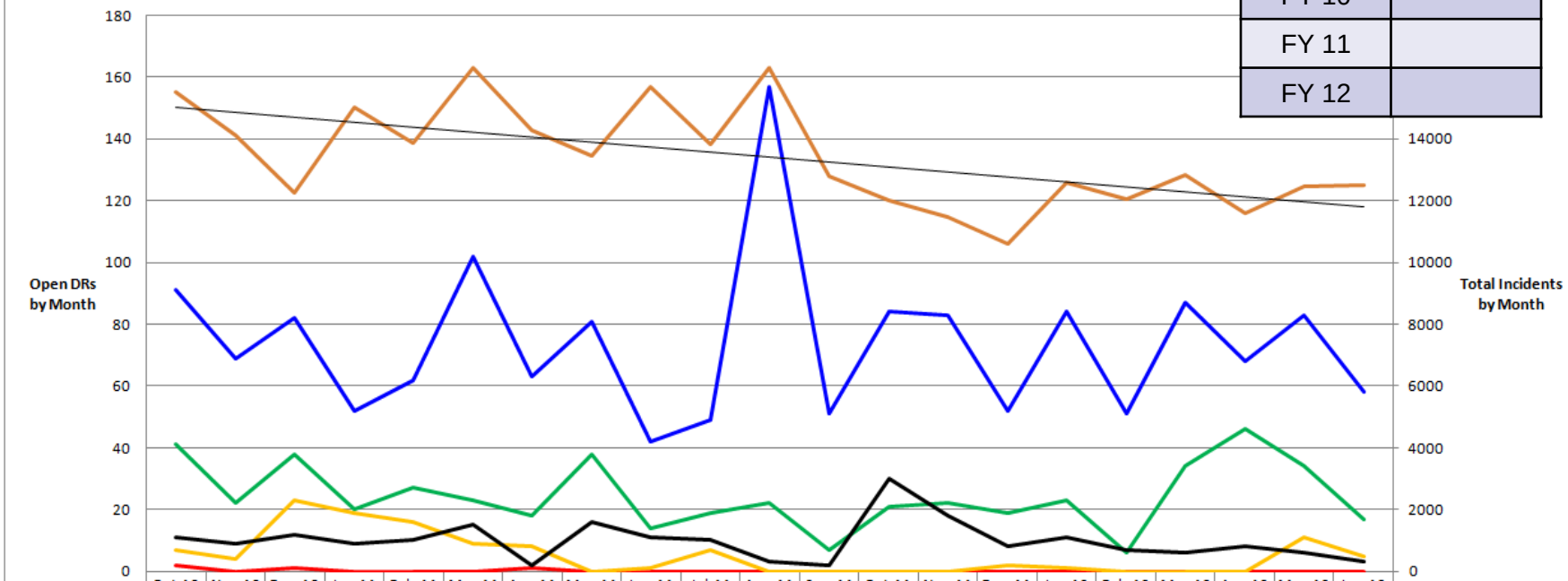
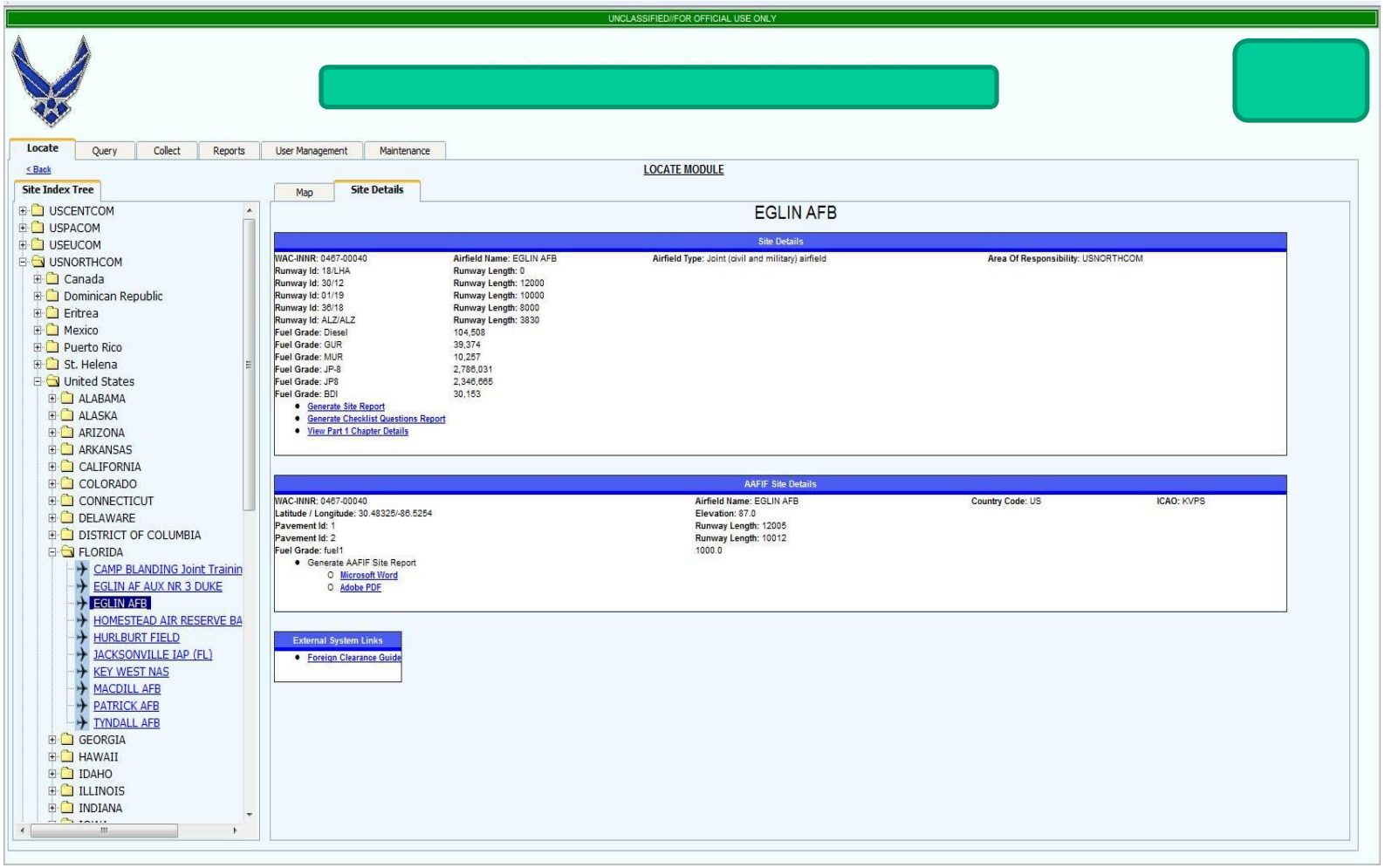
FY	O&M $
FY 10	
FY 11	
FY 12	



	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12
Priority 1	2	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Priority 2	7	4	23	19	16	9	8	0	1	7	0	0	0	0	2	1	0	0	0	11	5
Priority 3	91	69	82	52	62	102	63	81	42	49	157	51	84	83	52	84	51	87	68	83	58
Priority 4	41	22	38	20	27	23	18	38	14	19	22	7	21	22	19	23	6	34	46	34	17
Priority 5	11	9	12	9	10	15	2	16	11	10	3	2	30	18	8	11	7	6	8	6	3
Incidents	15514	14106	12272	15034	13852	16314	14281	13450	15697	13840	16294	12806	12018	11469	10617	12587	12052	12840	11590	12455	12494

Despite our O&M spending on sustainment, quality has not greatly improved over time…


UNCLASSIFIED//FOR OFFICIAL USE ONLY
Locate
Query
Collect
Reports
User Management
Maintenance
< Back
LOCATE MODULE
Site Index Tree
USCENTCOM
USPACOM
USEUCOM
USNORTHCOM
Canada
Dominican Republic
Eritrea
Mexico
Puerto Rico
St. Helena
United States
ALABAMA
ALASKA
ARIZONA
ARKANSAS
CALIFORNIA
COLORADO
CONNECTICUT
DELAWARE
DISTRICT OF COLUMBIA
FLORIDA
CAMP BLANDING Joint Trainin
EGLIN AF AUX NR 3 DUKE
EGLIN AFB
HOMESTEAD AIR RESERVE BA
HURLBURT FIELD
JACKSONVILLE IAP (FL)
KEY WEST NAS
MACDILL AFB
PATRICK AFB
TYNDALL AFB
GEORGIA
HAWAII
IDAHO
ILLINOIS
INDIANA
Map
Site Details
EGLIN AFB
Site Details
WAC-INNR: 0467-00040
Airfield Name: EGLIN AFB
Airfield Type: Joint (civil and military) airfield
Area Of Responsibility: USNORTHCOM
Runway Id: 18/LHA
Runway Length: 0
Runway Id: 30/12
Runway Length: 12000
Runway Id: 01/19
Runway Length: 10000
Runway Id: 36/18
Runway Length: 8000
Runway Id: ALZ/ALZ
Runway Length: 3830
Fuel Grade: Diesel
104,508
Fuel Grade: GUR
39,374
Fuel Grade: MUR
10,257
Fuel Grade: JP-8
2,786,031
Fuel Grade: JP8
2,346,665
Fuel Grade: BDI
30,153
Generate Site Report
Generate Checklist Questions Report
View Part 1 Chapter Details
AAFIF Site Details
WAC-INNR: 0467-00040
Airfield Name: EGLIN AFB
Country Code: US
ICAO: KVPS
Latitude / Longitude: 30.48325/-86.5254
Elevation: 87.0
Pavement Id: 1
Runway Length: 12005
Pavement Id: 2
Runway Length: 10012
Fuel Grade: fuel1
1000.0
Generate AAFIF Site Report
Microsoft Word
Adobe PDF
External System Links
Foreign Clearance Guide

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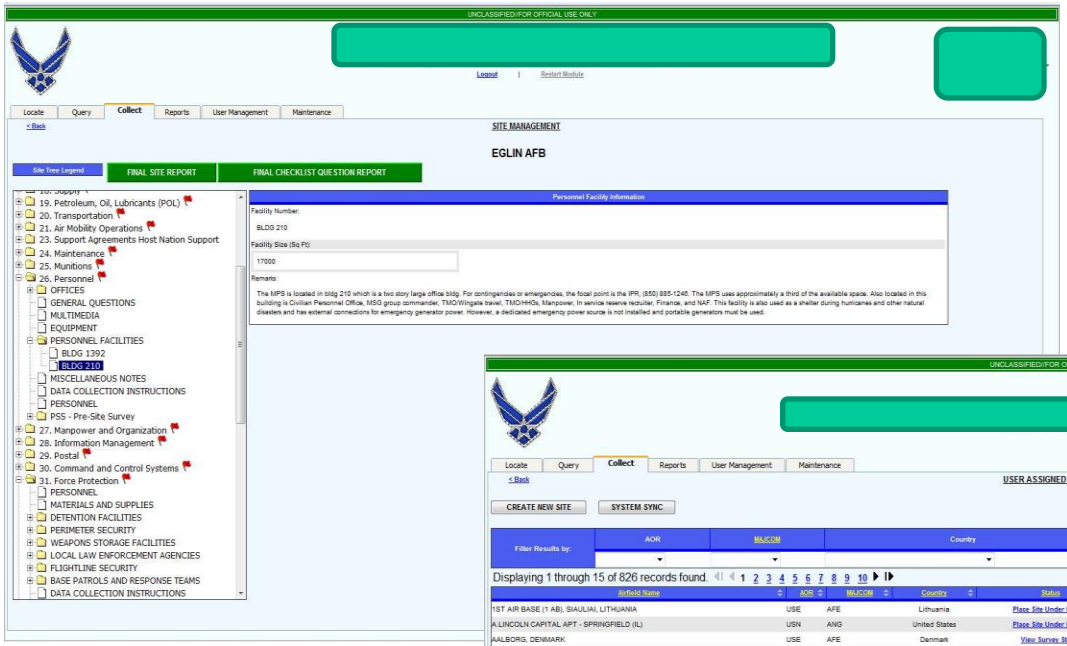

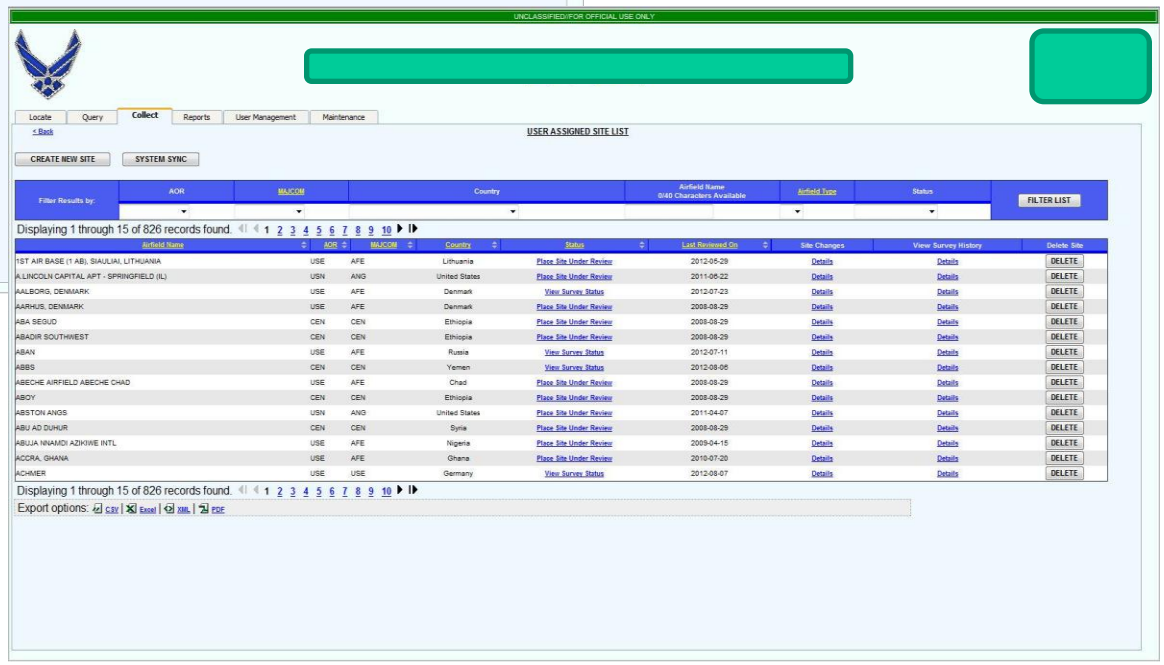

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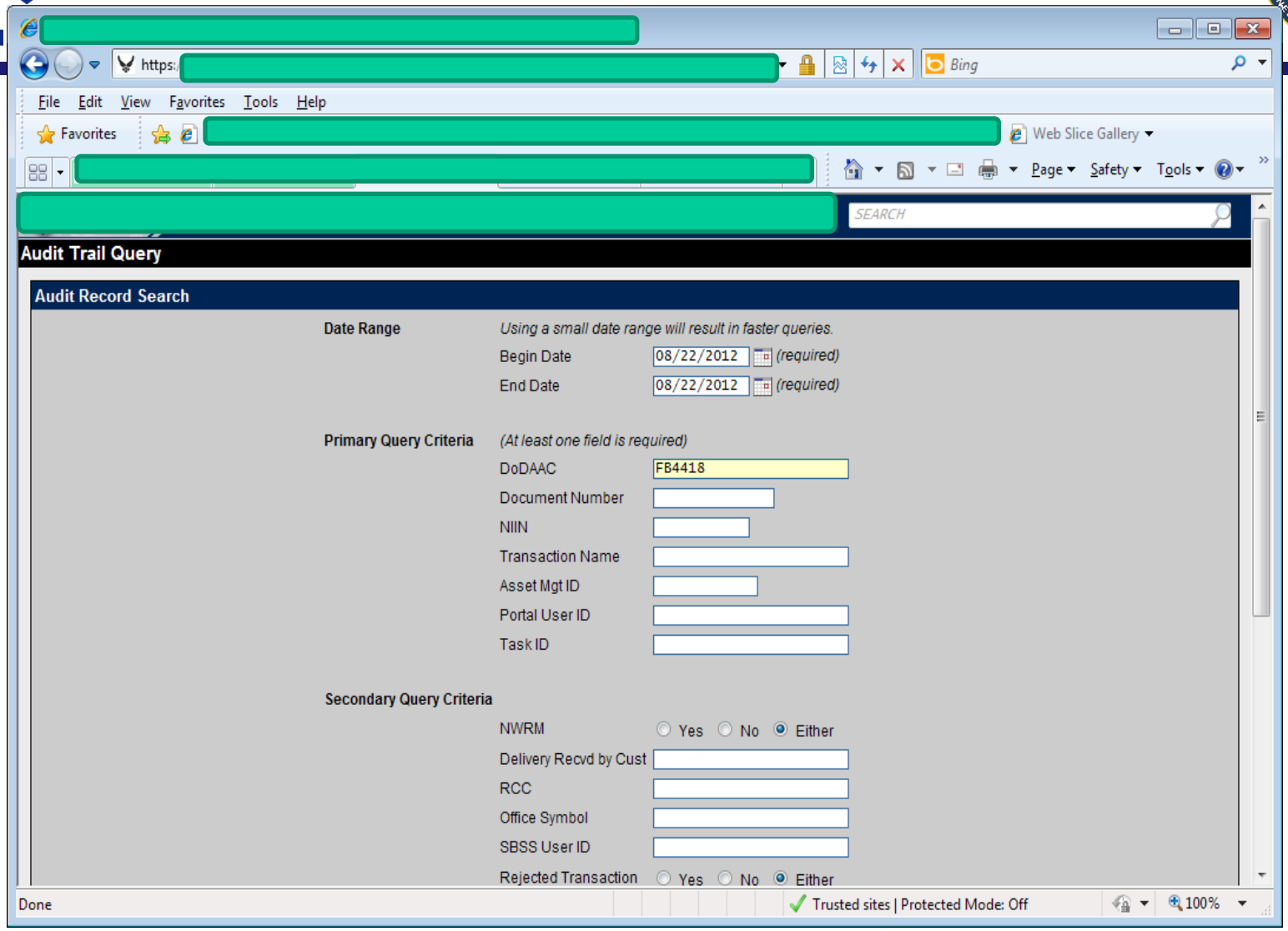
File Edit View Favorites Tools Help
Favorites
Web Slice Gallery
Page Safety Tools
SEARCH
Audit Trail Query
Audit Record Search
Date Range
Using a small date range will result in faster queries.
Begin Date 08/22/2012 (required)
End Date 08/22/2012 (required)
Primary Query Criteria
(At least one field is required)
DoDAAC FB4418
Document Number
NIIN
Transaction Name
Asset Mgt ID
Portal User ID
Task ID
Secondary Query Criteria
NWRM Yes No Either
Delivery Recvd by Cust
RCC
Office Symbol
SBSS User ID
Rejected Transaction Yes No Either
Done
Trusted sites | Protected Mode: Off
100%

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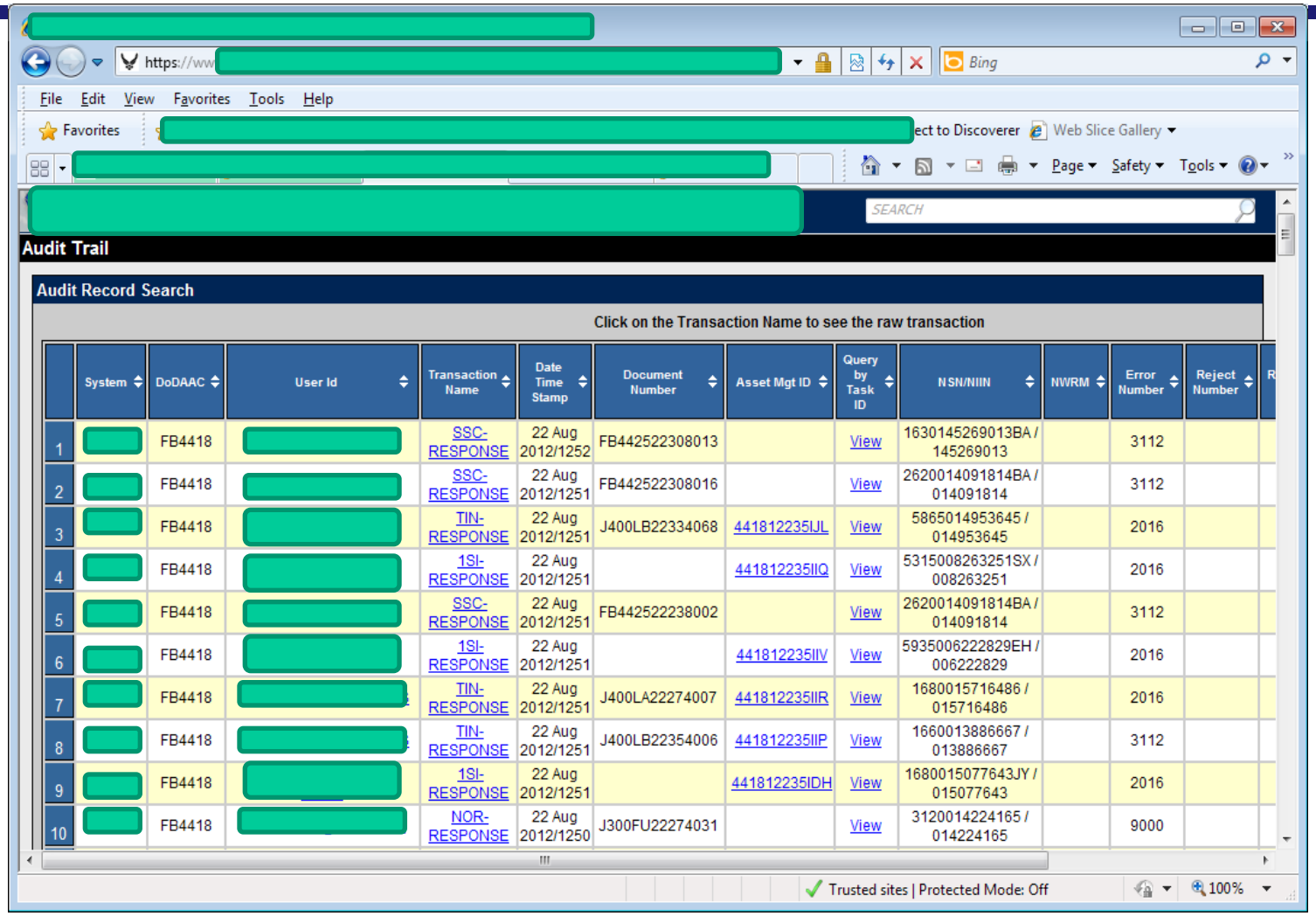

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1		FB4418		SSC-RESPONSE	22 Aug 2012/1252	FB442522308013		View	1630145269013BA / 145269013		3112	
2		FB4418		SSC-RESPONSE	22 Aug 2012/1251	FB442522308016		View	2620014091814BA / 014091814		3112	
3		FB4418		TIN-RESPONSE	22 Aug 2012/1251	J400LB22334068	441812235IJL	View	5865014953645 / 014953645		2016	
4		FB4418		1SI-RESPONSE	22 Aug 2012/1251		441812235IIQ	View	5315008263251SX / 008263251		2016	
5		FB4418		SSC-RESPONSE	22 Aug 2012/1251	FB442522238002		View	2620014091814BA / 014091814		3112	
6		FB4418		1SI-RESPONSE	22 Aug 2012/1251		441812235IIV	View	5935006222829EH / 006222829		2016	
7		FB4418		TIN-RESPONSE	22 Aug 2012/1251	J400LA22274007	441812235IIR	View	1680015716486 / 015716486		2016	
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9		FB4418		1SI-RESPONSE	22 Aug 2012/1251		441812235IDH	View	1680015077643JY / 015077643		2016	
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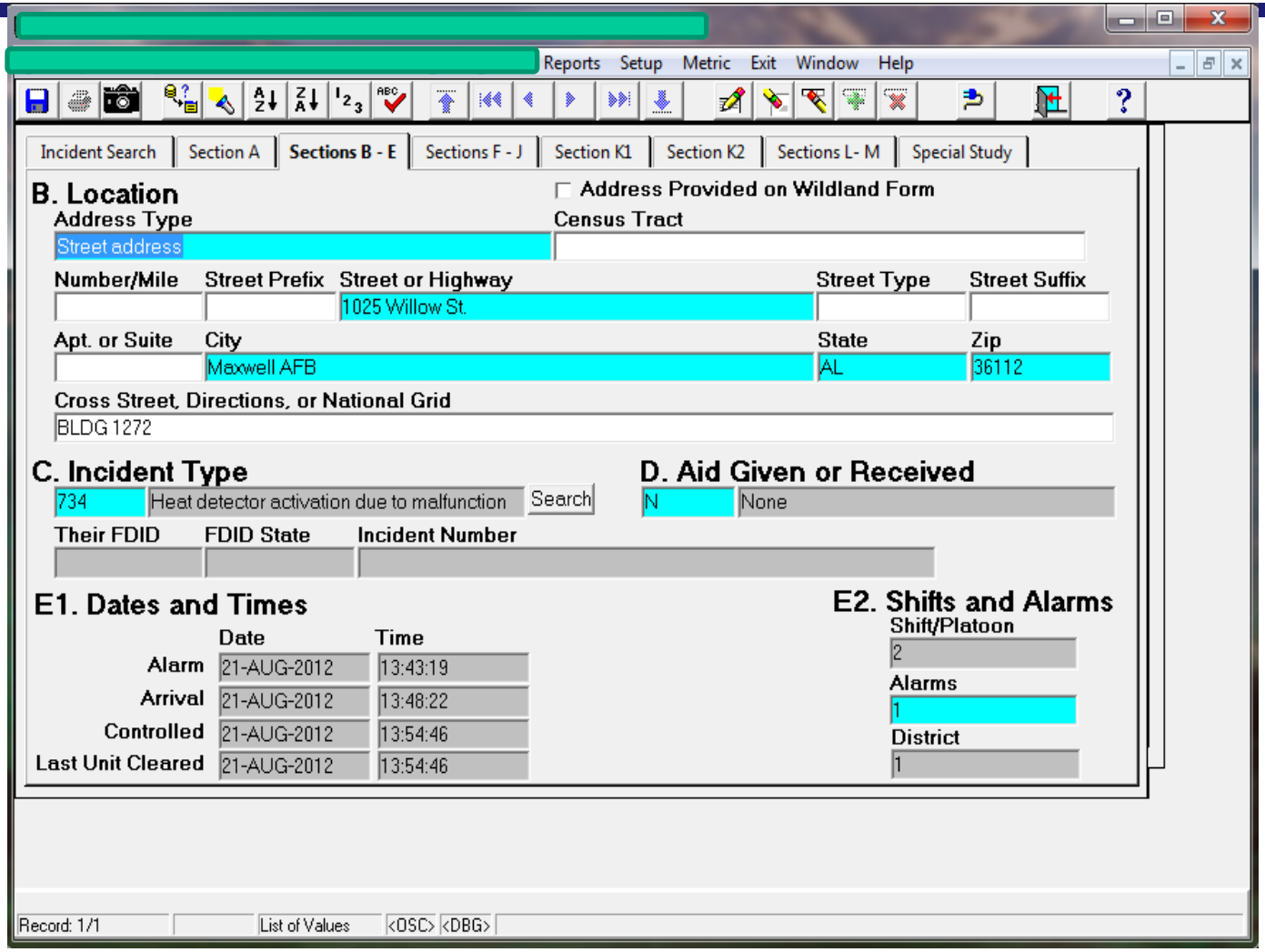
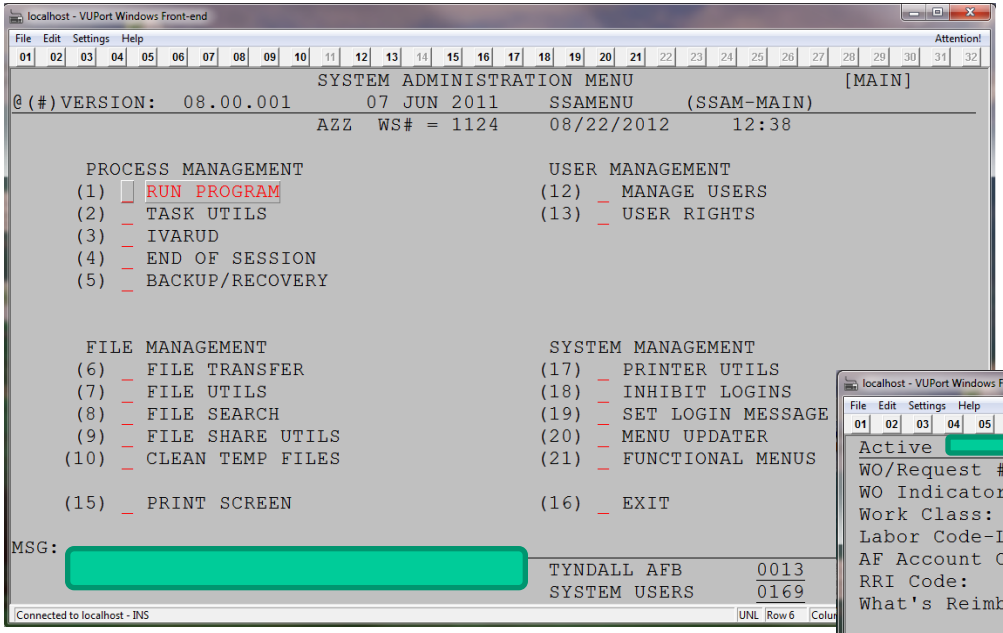
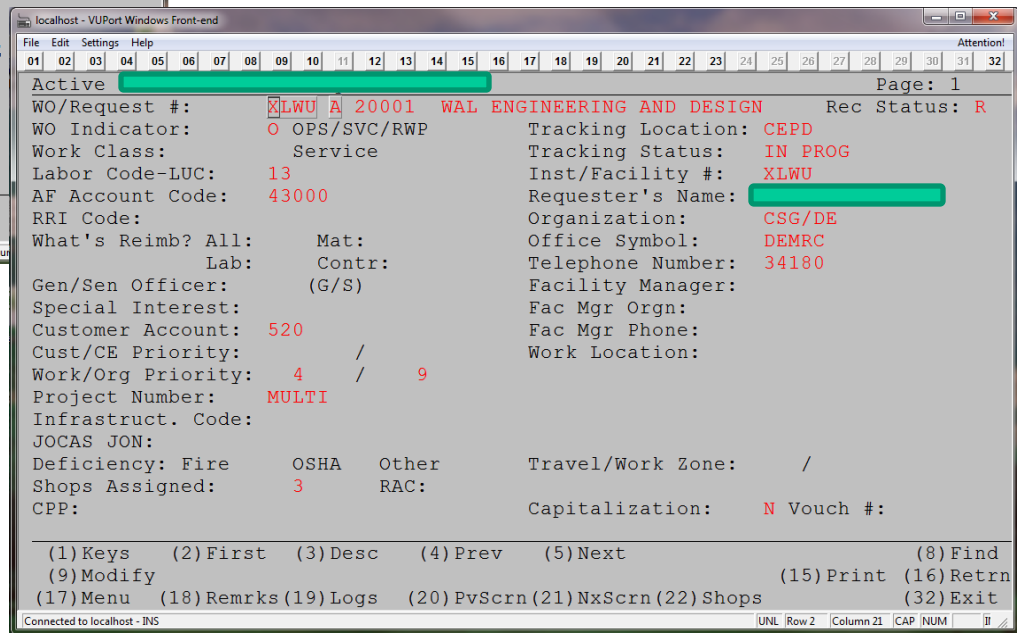
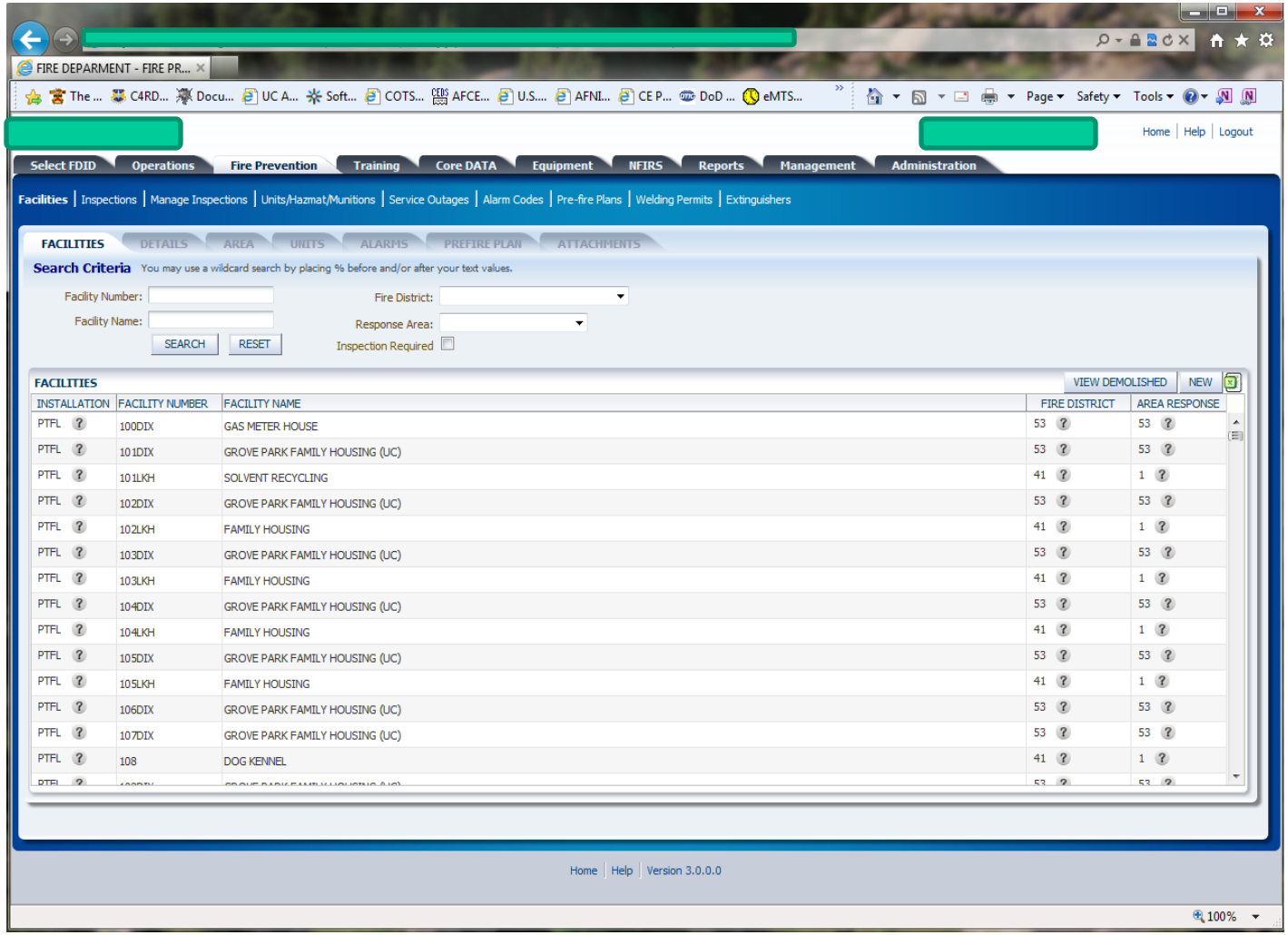
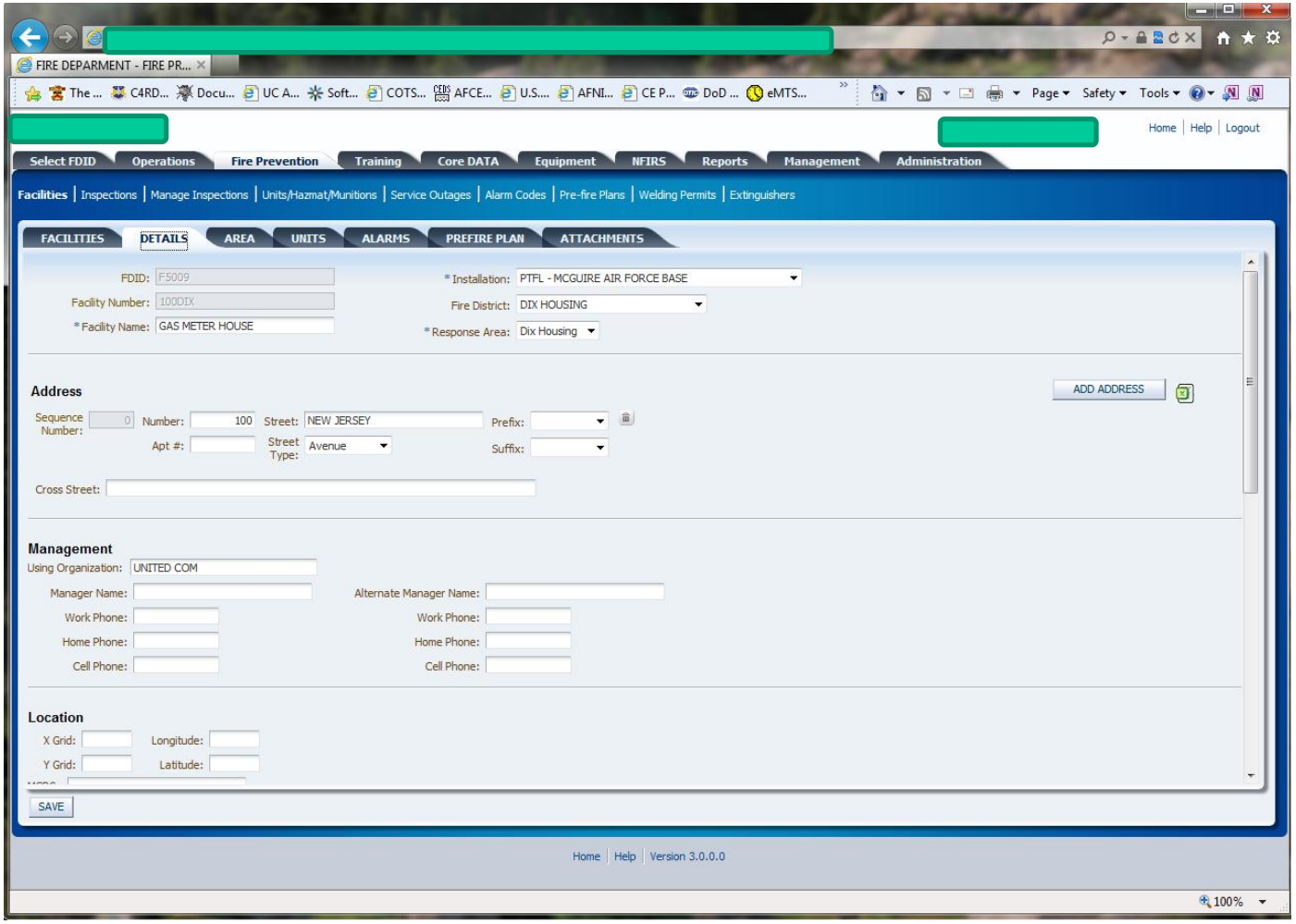

Reports Setup Metric Exit Window Help
Incident Search
Section A
Sections B - E
Sections F - J
Section K1
Section K2
Sections L- M
Special Study
B. Location
Address Provided on Wildland Form
Address Type
Street address
Census Tract
Number/Mile
Street Prefix
Street or Highway
1025 Willow St.
Street Type
Street Suffix
Apt. or Suite
City
Maxwell AFB
State
AL
Zip
36112
Cross Street, Directions, or National Grid
BLDG 1272
C. Incident Type
734
Heat detector activation due to malfunction
Search
D. Aid Given or Received
N
None
Their FDID
FDID State
Incident Number
E1. Dates and Times
Date
Time
Alarm
21-AUG-2012
13:43:19
Arrival
21-AUG-2012
13:48:22
Controlled
21-AUG-2012
13:54:46
Last Unit Cleared
21-AUG-2012
13:54:46
E2. Shifts and Alarms
Shift/Platoon
2
Alarms
1
District
1
Record: 1/1
List of Values
<OSC>
<DBG>


localhost - VUPort Windows Front-end
File Edit Settings Help
Attention!
SYSTEM ADMINISTRATION MENU [MAIN]
@(#)VERSION: 08.00.001 07 JUN 2011 SSAMENU (SSAM-MAIN)
AZZ WS# = 1124 08/22/2012 12:38
PROCESS MANAGEMENT
(1) _ RUN PROGRAM
(2) _ TASK UTILS
(3) _ IVARUD
(4) _ END OF SESSION
(5) _ BACKUP/RECOVERY
USER MANAGEMENT
(12) _ MANAGE USERS
(13) _ USER RIGHTS
FILE MANAGEMENT
(6) _ FILE TRANSFER
(7) _ FILE UTILS
(8) _ FILE SEARCH
(9) _ FILE SHARE UTILS
(10) _ CLEAN TEMP FILES
SYSTEM MANAGEMENT
(17) _ PRINTER UTILS
(18) _ INHIBIT LOGINS
(19) _ SET LOGIN MESSAGE
(20) _ MENU UPDATER
(21) _ FUNCTIONAL MENUS
(15) _ PRINT SCREEN
(16) _ EXIT
MSG:
TYNDALL AFB 0013
SYSTEM USERS 0169
Connected to localhost - INS
UNL Row 6


localhost - VUPort Windows Front-end
File Edit Settings Help
Attention!
Active
Page: 1
WO/Request #: XLWU A 20001 WAL ENGINEERING AND DESIGN Rec Status: R
WO Indicator: O OPS/SVC/RWP
Work Class: Service
Labor Code-LUC: 13
AF Account Code: 43000
RRI Code:
What's Reimb? All: Mat:
Lab: Contr:
Gen/Sen Officer: (G/S)
Special Interest:
Customer Account: 520
Cust/CE Priority: /
Work/Org Priority: 4 / 9
Project Number: MULTI
Infrastruct. Code:
JOCAS JON:
Deficiency: Fire OSHA Other
Shops Assigned: 3 RAC:
CPP:
Tracking Location: CEPD
Tracking Status: IN PROG
Inst/Facility #: XLWU
Requester's Name:
Organization: CSG/DE
Office Symbol: DEMRC
Telephone Number: 34180
Facility Manager:
Fac Mgr Orgn:
Fac Mgr Phone:
Work Location:
Travel/Work Zone: /
Capitalization: N Vouch #:
(1)Keys (2)First (3)Desc (4)Prev (5)Next (8)Find
(9)Modify (15)Print (16)Retrn
(17)Menu (18)Remrks (19)Logs (20)PvScrn (21)NxScrn (22)Shops (32)Exit
Connected to localhost - INS
UNL Row 2 Column 21 CAP NUM


FIRE DEPARMENT - FIRE PR...
Home | Help | Logout
Select FDID | Operations | Fire Prevention | Training | Core DATA | Equipment | NFIRS | Reports | Management | Administration
Facilities | Inspections | Manage Inspections | Units/Hazmat/Munitions | Service Outages | Alarm Codes | Pre-fire Plans | Welding Permits | Extinguishers
FACILITIES | DETAILS | AREA | UNITS | ALARMS | PREFIRE PLAN | ATTACHMENTS
Search Criteria
You may use a wildcard search by placing % before and/or after your text values.
Facility Number:
Facility Name:
Fire District:
Response Area:
Inspection Required
SEARCH
RESET
FACILITIES
VIEW DEMOLISHED
NEW
INSTALLATION | FACILITY NUMBER | FACILITY NAME | FIRE DISTRICT | AREA RESPONSE
PTFL | 100DIX | GAS METER HOUSE | 53 | 53
PTFL | 101DIX | GROVE PARK FAMILY HOUSING (UC) | 53 | 53
PTFL | 101LKH | SOLVENT RECYCLING | 41 | 1
PTFL | 102DIX | GROVE PARK FAMILY HOUSING (UC) | 53 | 53
PTFL | 102LKH | FAMILY HOUSING | 41 | 1
PTFL | 103DIX | GROVE PARK FAMILY HOUSING (UC) | 53 | 53
PTFL | 103LKH | FAMILY HOUSING | 41 | 1
PTFL | 104DIX | GROVE PARK FAMILY HOUSING (UC) | 53 | 53
PTFL | 104LKH | FAMILY HOUSING | 41 | 1
PTFL | 105DIX | GROVE PARK FAMILY HOUSING (UC) | 53 | 53
PTFL | 105LKH | FAMILY HOUSING | 41 | 1
PTFL | 106DIX | GROVE PARK FAMILY HOUSING (UC) | 53 | 53
PTFL | 107DIX | GROVE PARK FAMILY HOUSING (UC) | 53 | 53
PTFL | 108 | DOG KENNEL | 41 | 1
Home | Help | Version 3.0.0.0
100%


FIRE DEPARMENT - FIRE PR...
Home | Help | Logout
Select FDID | Operations | Fire Prevention | Training | Core DATA | Equipment | NFIRS | Reports | Management | Administration
Facilities | Inspections | Manage Inspections | Units/Hazmat/Munitions | Service Outages | Alarm Codes | Pre-fire Plans | Welding Permits | Extinguishers
FACILITIES | DETAILS | AREA | UNITS | ALARMS | PREFIRE PLAN | ATTACHMENTS
FDID: F5009
Facility Number: 100DIX
* Facility Name: GAS METER HOUSE
* Installation: PTFL - MCGUIRE AIR FORCE BASE
Fire District: DIX HOUSING
* Response Area: Dix Housing
Address
ADD ADDRESS
Sequence Number: 0
Number: 100
Street: NEW JERSEY
Prefix:
Apt #:
Street Type: Avenue
Suffix:
Cross Street:
Management
Using Organization: UNITED COM
Manager Name:
Alternate Manager Name:
Work Phone:
Home Phone:
Cell Phone:
Location
X Grid:
Longitude:
Y Grid:
Latitude:
SAVE
Home | Help | Version 3.0.0.0
100%

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Focus Areas

- **Innovation: How can we improve existing applications within current budget while exceeding customer expectations?**
- **Marketing BES: How do we highlight the achievements and exploit capabilities of supporting organizations (think Infrastructure)?**
- **Cost: What ways can we objectively measure costs / labor by application; improve future estimates (LOC, FPs, Objects, etc.) (think Workforce and Business Model)?**
- **Constraints: What organizational or industry issues are constraining our ability to deliver (think Business Model)?**
- **Schedule: What improvements can be implemented to increase on-time deliveries with few re-baseline actions?**

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Focus Areas

- **Documentation: What are the minimum documents and data packages required to sustain an application via competition (think Governance)?**
- **Product Quality: What innovations can we implement to increase the quality of our deliveries (user interfaces - fewer incident calls and deficiency reports, etc.)**
- **Workforce Development: Are we teaching the correct things (think Training)?**